



QUALITY MANAGEMENT BULLETIN - JULY 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 08/04/2025

This month's bulletin focuses on Incident Report process changes, member safety, and primary source verification for credentialing.

QM Topics

A recent [Shout vendor bulletin](#) was sent out with information about the requirement for Qualified Vendors and Providers to enter all reportable incidents into the AHCCCS QM Portal beginning November 1, 2025. Over the next several weeks, the Division will schedule virtual Question and Answer and technical assistance sessions to help vendors prepare for this change. Additionally, the Division will post a User Guide and Frequently Asked Questions online.

Measles Outbreak

The current measles outbreak in the US is the highest number of confirmed cases since the disease was officially eradicated in the US in the year 2000. Measles continues to be a worrisome disease globally. Currently there are 1288 confirmed cases in the US including Arizona. Symptoms of measles include a fever of 101°F or higher, runny nose, red eyes, cough and a blotchy rash that usually begins on the head and spreads to the rest of the body. Measles is highly contagious, if one person is infected that person will infect 9-10 people near them. Exposure comes from respiratory droplets when a person coughs or sneezes, touching surfaces or being in the same room as the infected person. Complications from the disease can be severe including pneumonias and brain infection (encephalitis).

- 1 in 5 non vaccinated persons will be hospitalized
- Between 1 and 3 children out of a 1000 will die of the disease.

If an individual suspects they have been exposed to measles, they should immediately contact their healthcare provider. The provider can assess their immunity and may recommend post-exposure prophylaxis depending on the timing of the exposure and assess vaccination status.

The absolute best way to protect oneself and others is to be vaccinated with the MMR vaccine. After one vaccine it confers 93% immunity and after the set of two, the vaccine confers 97% immunity against the disease. Being up to date on vaccines is the best way to combat the disease spread.

The Division's Quality Management Unit has begun to track the disease. As outlined in [Provider Policy Manual Chapter 70 Qualified Vendor Incident Reporting](#), Qualified Vendors should submit incident reports if a member has been diagnosed or exposed to the measles virus.

Additional measles resources:

- <https://www.cdc.gov/measles/data-research/index.html>
- <https://directorsblog.health.azdhs.gov/tag/measles/>
- <https://www.cdc.gov/measles/hcp/vaccine-considerations/>
- <https://www.cdc.gov/measles/about/questions.html>

Water Safety

Water and Pool safety are especially important in Arizona in the summer time. Arizona has a lot of bodies of water, including over 500,000 residential and public pools, 128 lakes and 5 major rivers. Water safety training is essential to keep members safe. The American Academy of Pediatrics recommends the following:

1. Reinforcing water and swimming safety. Note, however, that swimming lessons are not enough to prevent drowning; swimming lessons in wet clothes and shoes are suggested for children with developmental disabilities, including those who tend to wander.
2. Home swimming pools should be surrounded by a fence that prevents a child from getting to the pool from the house. [Arizona Revised Statute 36-1681](#) requires swimming pools to be surrounded by at least a five foot wall, fence or other barrier that is non-climbable, with a self-closing and self-latching gate with some exceptions.

Pool alarms and door alarms are also protection products that may have some benefits.

The American Academy of Pediatrics (AAP) recommends a family supervision plan for children with autism spectrum disorder (ASD) and other special needs who wander. Have a list of nearby ponds, lakes and pools to search and [an emergency plan](#). Drowning is the cause of death for almost 3 in 4 children with ASD who wander off alone.

To find swim lessons, contact your local parks and recreation facility or YMCA. Many communities have free or low-cost programs. Swim programs are tailored to meet cultural, religious, physical and mental health needs. Local faith-based organizations also can offer suggestions on swim accommodations that meet your family's beliefs and traditions.

Additional resources about water safety are available through the [AZ Department of Health Services](#) and [HealthyChildren.org](#).

Credentialing Corner

Focus Topic: "Primary Source Verification (PSV): What It Is and Why It Matters"

Understanding how PSV works and why it's essential can help avoid unnecessary delays and ensure each Vendor's credentialing file remains in compliance with both state and federal standards.

What is Primary Source Verification (PSV)?

Primary Source Verification is the process of **verifying a credential, license, certification, or other qualifying document directly with the issuing source** (e.g., licensing board, educational institution, etc.). It is a required standard outlined by AHCCCS, Centers for Medicare and Medicaid Services (CMS), the National Committee for Quality Assurance (NCQA), and other regulatory bodies.

Why PSV Matters – and What Can Go Wrong

When PSV cannot be completed due to:

- Expired credentials (license, certificate of insurance [COI], fire inspection).
- Inaccurate information (license number, date of birth [DOB], national provider identifier [NPI]).
- Inaccessible or incomplete documentation (pages missing of an application).
- Mismatches in provider names or organizations (married name vs maiden name, merger, acquisition of another company, Taxpayer Identification Number (TIN) change, with some documents in old name, and some in new name).

Credentialing **must be paused** until accurate documentation can be verified. This extends timelines, delays provider participation, and can jeopardize reimbursements.

PSV Tips for Providers

To ensure PSV is completed without pause:

- Double-check license numbers, NPI, and organization names before submitting documents.
- Upload high-quality, legible documents—no blurry or cropped scans.
- Make sure documents are current and not set to expire within 30 days of submission.
- Provide accurate contact details for institutions or references when requested. (If the agency's Signatory or CEO changes - update the information in FOCUS/CAS and notify the [Credentialing Unit by email](#).)
- For name discrepancies (maiden vs. married name), submit a name change document or alias clarification.

Common PSV Sources DDD Uses

- Arizona Medical, Nursing, and Behavioral Health Boards
- Office of Inspector General (OIG) – Exclusion List
- National Practitioner Data Bank (NPDB)
- AHCCCS Online Provider Portal
- Drug Enforcement Agency (DEA) and System for Award Management (SAM) Databases
- State Licensing Verification Sites

Action Item This Month

Qualified Vendors should review their records to ensure:

- Licenses, insurances, and certifications are active and match the name on their application.
- Include all supporting documents required for PSV, which is available on the [Initial Credentialing Checklist](#) or [Recredentialing Checklist](#) that is emailed to the agency by the Credentialing Unit.
- AHCCCS IDs for all service sites are listed and valid.

Thank you for continuing to support members and for ongoing collaboration with the Division.

Qualified Vendors with questions should contact the DDD Customer Service Center at 1-844-770-9500 ext. 1 (TTY/TDD 711) or DDDCustomerService-Providers@azdes.gov.

Please send Incident Reports to the appropriate District email below.

- District Central - DDDCentralIR@azdes.gov
- District East - DDDEastIR@azdes.gov
- District North - DDDDistrictNorthIncidentReports@azdes.gov
- District South - DDDD2IR@azdes.gov
- District West - DDDWestIR@azdes.gov